

Keep in mind when preparing to video conference health services

Remember to have a stable internet connection for your video conference.

Go online in good time before the meeting is to start, to make sure that everything is working as it should.

Make sure that you are in a light setting, so that the person you are talking to can see you. Remember to keep the camera at eye level. That way, the person you are talking to can see your face and look you in the eye.

It is good if you are in a calm environment during the video conference. This is for your own sake and for the person you are talking with to be able to hear what you are saying. It is also good in terms of professional secrecy.

Use a headset, it gives a much better sound.

If you are using a mobile phone or tablet, remember to hold it steady. The image quality is much worse when you move around.

Remember to save the e-mail that your healthcare provider sent. The e-mail contains the link that you use to join the video conference.

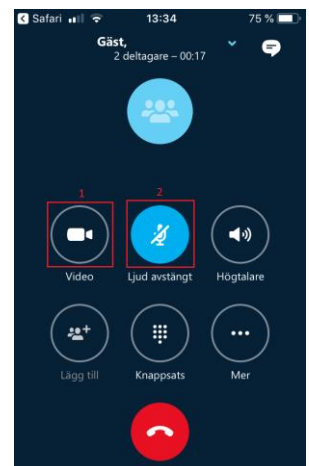
Join the video conference via mobile phone or tablet.

Prepare for the video conference by downloading the app **Skype för företag** to your mobile phone or tablet before the video conference is to start (do not log in to the app).

You have received an e-mail from your healthcare provider, which contains a link that you must use to participate in the conversation. Go to the e-mail and click the link *Anslut till skype-mötet*.

The app will open (sometimes you get a message saying *Sidan öppnas i en annan app*; if you do, click on “öppna”), chose “gäst (if this alternative does not pop up, close the app and start over), enter your name and click on the arrow, you are now in the meeting and waiting for the other participants. Click on the camera and microphone if these are not turned on.

End the call by clicking on the red phone button.



Join the video conference via computer

You have received an e-mail from your healthcare provider, which contains a link that you must use to participate in the conversation. Go to the e-mail and click the link *Anslut till skype-mötet*.

Your browser opens a new tab and you are asked to connect through the Skype Meeting app.

A window will open where you fill in your name and click on “Anslut”.

Click on the camera (if your computer does not have a built-in camera, you need to connect an external camera to your computer) and the microphone if these are not turned on. Wait for the other participants.

End the call by clicking on the red phone button.

